



Advanced Digital Workplace Services

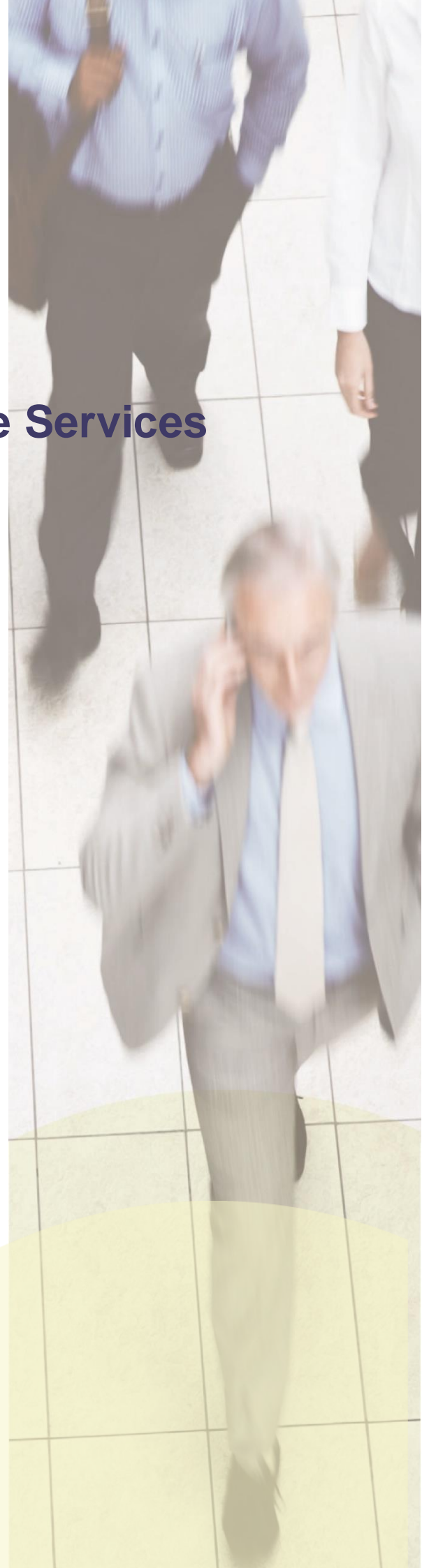
Market Analysis
Abstract

June 2020

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72 pages

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Who Is This Report For?

NelsonHall's "Advanced Digital Workplace Services" report is a comprehensive market assessment report designed for:

- Sourcing managers investigating sourcing developments within the use of vendors for digital workplace services
- Operational decision makers exploring the benefits and inhibitors of undergoing digital workplace services initiatives
- Vendor marketing, sales and business managers developing strategies to target digital workplace services opportunities
- Financial analysts and investors specializing in the IT services sector, including digital workplace services.

Key Findings & Highlights

NelsonHall's market analysis of advanced digital workplace services consists of 72 pages.

Clients are looking to use digital workplace services to enable the move to a future ready workplace, but to also provide the base for wider digital transformation. With growing emphasis on overall employee experience now at the heart of many digital initiatives, the role of IT is changing even further.

COVID-19 is further increasing the uptake of digital workplace services in response to both business continuity and remote homeworking requirements.

Key requirements for digital workplace services include the ability to provide end-users with a greater choice of engagement and more personalized services and support across the workplace. From a proactive and predictive perspective this includes the use of remote monitoring, self-healing, RPA and predictive analytics. The provision of onsite support services is increasing across Tech Cafes, smart lockers, IT vending machines and remote video support.

There is a greater emphasis on the use of intelligent collaboration to enable a more collaborative and productive workforce, further driven by COVID-19, and a greater focus on adoption of tools through gamification methods and using AR/VR and immersive technologies for remote support and field services.

Organizations are using DWS to work collaboratively with stakeholders across the enterprise, and expanding virtual agent capability into HR (onboarding, offboarding, and employee wellbeing), and facilities management (intelligent buildings).

Key services include a focus on design thinking in consulting and advisory engagements across digital workplace services, expediting as a service (aaS) offerings including Device as a Service (DaaS), Workplace as a Service, VDI, AI-led service desk, Modern Management and Evergreen services, and intelligent collaboration services.

To deliver these services, IT service vendors are investing in capabilities including:

- Modern Management (Microsoft Intune and VMware Workspace One)
- Analytics capabilities (nextthink, SysTrack)
- Unified Endpoint Management (UEM)
- Self-healing and autonomous remediation
- Automation IP
- XLA-based metrics
- Cognitive virtual agents.

IT services vendors are also using a plethora of third-party tools in support of predictive analytics, automation, AI, self-heal, UEM, IAM, virtualization services, smart workplace and end-user experience.

Scope of the Report

This report analyzes the market for digital workplace services. It addresses the following questions:

- What is the current and future market for digital workplace services?
- What are the customer requirements for digital workplace services?
- What are the benefits/results which vendors have been able to achieve for their clients?
- What digital workplace services are organizations buying from IT services vendors?
- What is the size and growth of the digital workplace services market?
- Who are the leading vendors within the digital workplace services market?
- What are the vendor selection criteria, challenges, and critical success factors for vendors targeting digital workplace services?



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Report Length

72 pages, consisting of 7 chapters

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